

# INFLOWMATION

## Westford Water Department Newsletter

### Water Commissioners:

- Hugh C. Maguire, Chairperson
- Elizabeth Denly, Secretary
- Leslie A. Thomas, Member
- Carolyn Jerzylo, Alternate Member

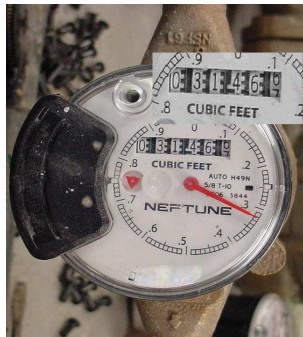
### Department Contacts:

- Robert Worthley, Superintendent
- Stephen Cronin, Water Treatment Manager
- Vacant, Business Manager
- Mark Warren, Environmental Compliance Manager

### How To Read Your Water Meter

Information below is provided on how to check for leaks in the home and determine your current water usage.

**Check for leaks:** Use the low flow indicator on the meter to check for leaks. This is the small red triangle, which if moving indicates that there is a flow going through the meter (you can see the red triangle in the picture of the meter face below). If the red triangle is moving - and there is no water currently being used in the house - then a leak is evident (slight movement of the red triangle back and forth is normal and does not indicate a leak).



**Left:** Example of a water meter dial where the meter reading is located. Note the small red triangle used for leak detection.

**Water Usage Determination:** Water is billed in 100 cubic foot increments (1 cubic foot = 7.48 gallons). In this picture of an example meter the reading - enlarged for clarity - is 031466 cubic feet, but would be rounded down to 031400 cubic feet for billing purposes. To determine what your water consumption has been since your last bill:

1. Obtain the current reading from your water meter.
2. Locate the **Present Meter Reading** on the last bill.
3. Subtract the **Present Meter Reading** from the reading obtained from your water meter.

### Inside This Issue:

- How to Read Your Meter 1
- Water Department Website Information 2
- Drought Management 2
- Forge Village Plant 3
- Stepinski Well 3
- A Special Thanks... 4
- Hours of Operation 4

Customer				Service Address				
Bill Number	Bill Date	Customer Number		Account Number			Due Date	
	09/30/2010						10/30/2010	
Description	Present Read Date	Previous Read Date	Present Meter Reading	Previous Meter Reading	Read Code	Usage	Charge	
5/8" METER RESIDENTIAL	09/15/2010	06/07/2010	179400	169700	A	9700	507.95	
CUSTOMER SERVICE CHARGE							16.28	
HISTORY PERIOD	08/10	03/10	12/09	09/09	06/09	03/09	12/08	
HISTORY USAGE	3800	2100	4100	5400	2400	2300	2300	
1st Step	0 - 2,500 cubic feet - \$4.19 per 100 cubic feet							
2nd Step	2,501 - 10,000 cubic feet - \$5.60 per 100 cubic feet							

### Example of a Water Bill and the location of the Present Meter Reading (above).

If the reading on the meter is 181600 cubic feet and the **Present Meter Reading** on the bill was 179400 cubic feet, as on the sample bill above, then  $181600 - 179400 = 2,200$  cubic feet of water used. This translates into 16,456 gallons of water used.

## WATER DEPARTMENT WEBSITE INFORMATION

When you visit the Water Department's website you will notice it has been organized so residents and other water customers can find answers to their service-related questions.



Under the “Service Information” heading, residents can find links to pay water bills or view their account details. If you are selling your home and need a final meter read, or need your water use records for a septic system inspection, there are now links with instructions to complete those tasks.

*InFLOWmation is published twice a year for all residents and businesses of Westford. Our goal is to keep you informed of events, our challenges and our accomplishments. We also strive to educate and encourage good stewardship of our water resources.*

*Thanks for reading.*

## Drought Management

The Westford Water Department is permitted by the Massachusetts Department of Environmental Protection (MassDEP) to withdraw a limited amount of groundwater each day in order to protect the aquifer and conserve this resource.

As many Westford water customers are well aware, water consumption was high in the summer of 2010 due to the hot and dry conditions.

In 2011 the Water Department will implement a drought management plan based on Westford's permitted daily groundwater withdrawal limits to trigger water use restrictions—in addition to state-declared drought conditions.

Once a limit is triggered the Water Department will notify the water users of the specific level of conservation. Water restrictions include: Stage I (Voluntary odd/even usage), Stage II (Mandatory odd/even usage), Stage III (Mandatory odd/even with restrictions), and Stage IV (water emergency).

Refer to the Westford Water Department website [www.westfordma.gov/water](http://www.westfordma.gov/water) for additional detail.



Developers can also download the form they need to apply for a Water System Impact Study. A link briefly explains the process and provides the application form as a word document.

As always, the website contains educational materials on a wide variety of water-related issues including Water Conservation, Pesticide Awareness, and Backflow Prevention.

Please visit the Water Department's website at [www.westfordma.gov/water](http://www.westfordma.gov/water) often as we continuously update the site with information about new events, services, regulations, and other announcements.

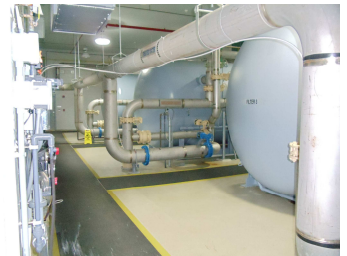
## Your Forge Village Treatment Plant



The Forge Village treatment plant (pictured on left) is located on 60 Forge Village Road and became operational in 2003. This plant treats groundwater from the Forge Village I and II, Country Road, Fletcher, and Howard well fields. Once water enters the plant potassium hydroxide, potassium permanganate, and a polymer, are added for corrosion control (pH adjustment) and to facilitate filtration. The water then passes through a greensand filter where iron and manganese filtration takes place. Once through the filter the water is disinfected by injection of MIOX (dilute bleach solution) and calcium hypochlorite, and is sent through an aeration tower for any volatile contaminants and radon removal. After aeration, the water flows through a clear well, which contains baffles to increase chlorine contact time with the water and maximize disinfection. Following the



clear well, ultraviolet (UV) light treatment is used to provide further disinfection. The last treatment is sodium fluoride which is added after final UV disinfection to provide optimal levels of dental health. The treated water is then pumped into the storage and distribution system—where it is delivered cold and refreshing to your faucet!



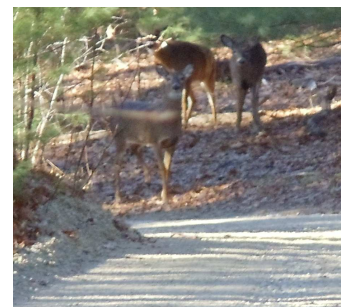
## Stepinski Groundwater Well Status

The Stepinski well project which began almost a decade ago and included acquisition of the Stepinski parcel, construction of a pump house, meter house, groundwater well, and main lines is nearing the end. It is expected that the well will be brought online in early 2011. This well, which is expected to provide up to 800 gallons per minute (GPM) of water is waiting for some minor finishing touches and final approval by the MassDEP. The Stepinski well construction utilized a horizontal drilling technique (the well was connected to the meter station by a main underneath Stony Brook for accessibility and in order to minimize disruption of sensitive wetlands).



**Left: pump house; above right: meter house**

**Right: four-legged area residents**





**Westford Water Department**  
**INFORMATION**  
**February 2011**  
**60 Forge Village Road**  
**Westford, MA 01886**

Presorted Standard  
US Postage Paid  
Westford, MA 01886  
Permit No. 12

Visit Our Website!  
[www.westfordma.gov/water](http://www.westfordma.gov/water)



Postal Patron

Westford, MA 01886

### **Hours of Operation:**

7am to 4pm Monday-Friday  
(except Holidays)

### **How to Reach Us**

Main Phone Line (978) 692-5529  
Superintendent (978) 399-2454  
Water Treatment Manager  
(978) 399-2455  
Business Manager (978) 399-2453  
Environmental Compliance Manager  
(978) 399-2457  
Billing and Property Transfers  
(978) 692-5529  
Accounts Payable (978) 692-5529

### **After Hours**

In the event of a water emergency outside of the work day, call the Police Department at 978-692-2161. The police dispatcher will contact our on-call personnel for quick response.

### **A Special Thanks from the Water Department**



We'd like to express our gratitude to the many of you who have taken the time and effort to shovel out fire hydrants. There are over 900 hydrants located throughout town, and we've already had several substantial snow storms (and being New England who knows how much more we can expect). It's critical that the hydrants are cleared so that

they are visible and easily accessible to fire department personnel during an emergency. Any help we can get in clearing the fire hydrants is truly appreciated. Thanks for your efforts!

**Please Note:** In accordance with Massachusetts General Law Chapter 148 Section 27B it is unlawful to pile, push or plow snow or ice on or against any fire hydrant in any public or private way. ***Please make sure not to shovel, plow, or blow snow onto the hydrants when clearing your property!***



Printed on Recycled Paper

